DOCUMENT RESUME

ED 413 962 JC 980 015

TITLE New Hampshire Community Technical College System Annual Report Class of 1996.
PUB DATE 1997-00-00
NOTE 33p.
PUB TYPE Reports - Descriptive (141)
EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS Accountability; Budgets; *College Graduates; *College Outcomes Assessment; College Transfer Students; Community Colleges; Educational Benefits; *Educational Finance; Employment Patterns; Enrollment; *Outcomes of Education; Police Education; School Demography; School Effectiveness; Self Evaluation (Groups); *Technical Education; Technical Institutes; Two Year College Students; Two Year Colleges; *Vocational Education
IDENTIFIERS *New Hampshire Technical Colleges

ABSTRACT

This annual report for the New Hampshire Technical Colleges and Institute System (NHTC&IS) includes information on enrollment, graduates, job placement, salaries, transfer institutions, workforce training, the Police Academy, finances, and governance. The following accomplishments are highlighted for NHTC&IS in 1996: (1) it graduated 1,533 students and served over 30,000; (2) day divisions had 4,631 full-time equivalent (FTE) students, and evening divisions had 5,274 FTE students; (3) in the graduating class of 914 women and 619 men, sixty-five percent entered full-time employment, fourteen percent began work part time, and 11% continued their education; (4) eighty-one percent of its graduates found work in a field directly related to their majors; (5) the average graduate salary was $22,169; (6) the Technology Deployment Centers provided education and training for hundreds of employees across the state; (7) the New Hampshire Police and Training Standards Council, the state's Police Academy, graduated 169 police recruits and 39 corrections officers; and (8) appropriations totaled $46,482,869, of which $2,024,887 came from capital funds, $17,668,967 came from the general fund, $18,952,904 came from tuition and fees, and $7,836,109 came from other revenue. (ECF)

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ED 413 962

Class of 1996

New Hampshire Community Technical College System

Annual Report

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Our Mission

The New Hampshire Community Technical College System is dedicated to providing the highest possible level of technical, academic, and professional preparation to all people in New Hampshire. Its mission is to prepare students to enter directly into the work force and to advance their chosen career as technicians and skilled workers, while preparing students for continuous educational and career mobility as well as full participation in community life. As an essential element in developing and maintaining a strong economy, the department is committed to meeting the education and employment needs of existing and future New Hampshire employers. Each college serves as an educational, technical, and community resource. The department achieves its mission by holding its colleges accountable for responsiveness to all students and employers.

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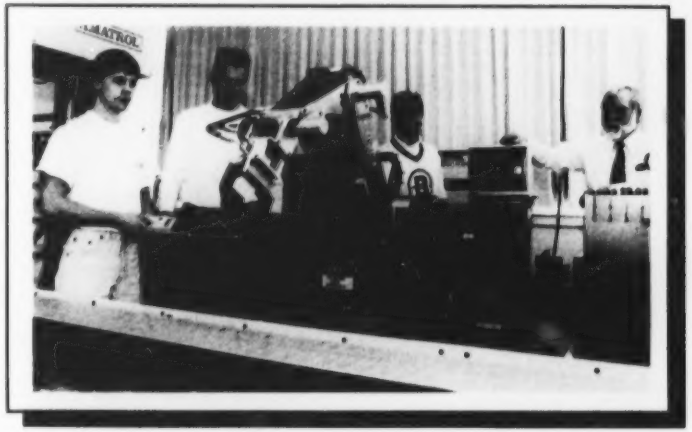


Access and Excellence in Education

With fifty years of history in New Hampshire, the New Hampshire Community Technical College System (CTCS) has been, and continues to be, committed to ensuring that every person who wants a solid education has access to an outstanding education. The New Hampshire Community Technical College System is the primary supplier of highly skilled personnel for New Hampshire business and industry.

As the New Hampshire Community Technical College System enters the fiftieth year of offering education, the focus remains on accessibility and technical excellence. There are more than 20,000 students enrolled in various CTCS programs each year. The CTCS offers 78 different associate degrees, 168 diploma and certificate programs, and works with businesses to supply specially designed programs on specific topics. Programs are developed that reflect the needs of business, industry and technology, health, and allied health. The CTCS concentrates on technical fields where it is the primary, and in some cases, the only source of training in the State.

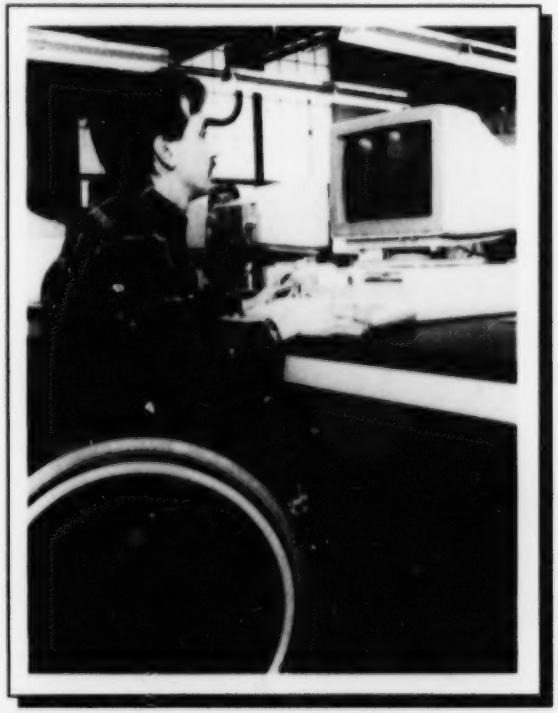
The Community Technical College System is composed of seven college campuses (located in Berlin, Claremont, Concord, Laconia, Manchester, Nashua and Stratham) and 11 satellite locations, answering an increasing need for education throughout the state. In New Hampshire, the percent of high school graduates attending college has increased by 23% from 1985 - 1994, and currently one out of four manufacturing jobs require some post secondary education (by 2010, that number will grow to two out of three). Enrollment in CTCS programs is open to anyone who wishes to attend, regardless of historical performance. When needed, remedial programs are made available to prepare students for the challenges of a particular curriculum. Programs offered by the Community Technical College System prepare students by establishing clear performance expectations, and competency based training. In addition, some programs utilize available technology, such as the Internet, to make them available to distance learners, allowing students to learn on their own schedule.

The CTCS has increased access through outreach to special populations. One unique example is a leading edge and nationally recognized program called "Transformations", which has been implemented in the correctional facility in Laconia. Through this program, CTCS provides applied technology programs to inmates, the credits from which may be transferred to CTCS upon release. This program is poised to continue, and may be used in more locations as the prison system expands. The CTCS works with the State Prison System to accredit and support their educational programs, and is in alliance with the New Hampshire Job Training Council (JTC), and acts as the grant recipient of funds which are then awarded to the JTC administer. The CTCS is further involved with the JTC by providing training and program development which benefit disadvantaged and outplaced workers.

There is a feeling of optimism among members of the business and education communities who are planning for the opportunities of the future, which will require more skilled workers than ever before. As part of this preparation, the CTCS has been coordinating a New Hampshire Task Force on Comprehensive Work Force Development, and represents New Hampshire on the Science and Technology Council of the States. Some New Hampshire companies find that their growth is not limited by their ability to sell products in the market place, rather, their growth is limited by the strength of their skilled labor force. By establishing work force training initiatives such as Technology Deployment Centers (TDC), the CTCS is striving to be responsive to business, and become the premiere source for work force training. TDC's work with

Access and Excellence in Education *(continued)*

businesses to educate their current employees so that they may make better use of new technologies and increase their productivity and competitiveness. Globe Manufacturing Company took advantage of the TDC program, and realized very tangible results by becoming ISO certified. Other organizations may take advantage of programs in Electronics and Assembly, Computer Networking Solutions, Total Quality Management, and Internet Training, just to name a few. TDC's and other programs are very attractive to the business community. Companies estimate that they realize $30 for every $1 invested in education and training. The CTCS has made this investment possible for some businesses through a Training Challenge Grant program which provided matching grants to employers to train their employees. The CTCS has secured a federal grant from the National Institute of Standards and Technology to establish manufacturing extension program (MEP). This program provides technical assistance and training for small manufacturers. The required matching funds are provided by CTCS.



The Virtual Workplace is another example of a creative approach that benefits both industry and the student population. In the Virtual Workplace, students learn in an environment that stresses actual industry conditions. The infusion of skill standards has had a far greater effect on the teaching and learning process than just assuring that the subject matter is up to date as it relates to industry needs. In the dynamic learning process, industry methods and assessment techniques replace traditional educational practice. By using industry standards (such as ISO9001) as the classroom management tool, CTCS continues to introduce a labor force that is trained to apply learned skills efficiently in their selected industry. The trend of investing in the current work force to enhance skills and increase productivity will continue. The CTCS is consciously invested in and committed to providing the programs that industry will turn to as their needs arise.

The commitment to work force development programs, such as the TDC and Virtual Workplace, represent the CTCS commitment to shattering the division between "traditional" and "non traditional" students. With an average student age of 27, the population of the colleges is made up of a combination of incumbent workers (employees who are currently in the work force) who are gaining technical training in their fields or exploring professional growth, as well as traditional students. The era when "education" ended and "work" began is over.

Now more than ever, a worker must be prepared for continuous learning, not only to advance their career, but to remain vital in their

Access and Excellence in Education *(continued)*

current position. By working closely with current employees and leading edge employers, the CTCS also receives numerous benefits which enhance the experience offered at the colleges. Students receive the benefits of current industry knowledge and valuable "real world" experience, as well as diverse points of view.

The efforts and investment in offering continuous education and training is returned with dividends. The Community Technical College System creates wealth and contributes to the overall quality of life in New Hampshire by investing in its state-wide neighbors. Currently, 91% of CTCS students are New Hampshire residents, and two out of three own or rent property in New Hampshire, many while raising families. New Hampshire businesses employ 83% of employed CTCS graduates. Graduates and students have a long term economic impact on New Hampshire by contributing directly through the consumer and tax structure, retaining business by creating an environment that allows companies to continue in-state operations, and by allowing New Hampshire businesses to capture a larger percentage of the potential market.

The New Hampshire Community Technical Colleges are involved in countless partnerships and collaborations with businesses, organizations and individuals. For example, the New Hampshire Community Technical College System, in equal partnership with the New Hampshire Department of Education, leads the School-to-Work effort in New Hampshire. The CTCS also works with schools by providing Internet access. In fact, when President Bill Clinton chose Concord's Walker School as the site to share his vision of Internet access at every school, the CTCS provided the technology the President used to illustrate this important statement. The CTCS also provides Internet support to over half the State agencies who us the Internet, including Health and Human Services, the Department of Employment Security, and the Governor's Office. As testimony to the CTCS's dedication to technology, Commissioner Rafn has served as the Co-Chairman for the Governor's Technology Task Force.

The New Hampshire Community Technical Colleges are proud institutions that are working hard to form long lasting relationships with diverse businesses, and are investing in the state population to create wealth. The CTCS continues to search for exciting ways to respond to the demands of the business community and the student population. Moving forward, the CTCS will continue to search for creative ways to obtain the best possible teaching resources, and to ensure that the faculty has the training opportunities and resources to provide all students with an educational experience that meets or surpasses industry standards, as well as their own.

A large percentage of the student population uses the education and training at a community technical college to transfer to a four year college. Their goals will be made easier as the CTCS works to make credits easily transferable. This will increase the number of options for graduating students. At the same time, incumbent workers can participate in the CTCS to enhance their future without economic disruption to their professional life. The Wall Street Journal (11/26/96) summarizes that many successful Community Technical Colleges throughout the United States offer the best skilled work force possible while broadening their appeal through critical thinking and problem solving in a team learning environment. The CTCS will continue to respond by investing in responsive partnerships that benefit both New Hampshire employers and workers.

Enrollments

1995-96 DAY DIVISIONS

College Location	*Total*	*FTE*
NH Community Technical College at Berlin and Laconia	920	945
New Hampshire Community Technical College at Claremont and Nashua	1109	997
New Hampshire Technical Institute, Concord	1413	1560
New Hampshire Community Technical College at Manchester and Stratham	1165	1129
Total	**4607**	**4631**

1995-96 EVENING DIVISIONS

College Location	*Total*	*FTE*
NH Community Technical College at Berlin and Laconia	4604	906
New Hampshire Community Technical College at Claremont and Nashua	4208	873
New Hampshire Technical Institute, Concord	11,484	1561
New Hampshire Community Technical College at Manchester and Stratham	9,052	1934
Total	**29,348**	**5274**

Graduates

STATUS OF GRADUATES AS OF NOVEMBER 30, 1996

College Location	Number of Graduates	Employed Full Time	Employed Full Time	Continuing Education	Entering Service	Seeking Employment	Not Seeking Employment	Status Unknown
NH Community Technical College at Berlin and Laconia	**274**	**185**	**41**	**23**	**0**	**18**	**4**	**3**
Berlin	145	96	28	6	0	11	3	1
Laconia	129	89	13	17	0	7	1	2
New Hampshire Community Technical College at Claremont and Nashua	**382**	**267**	**43**	**40**	**1**	**21**	**0**	**10**
Claremont	212	141	30	25	1	12	0	3
Nashua	170	126	13	15	0	9	0	7
New Hampshire Technical Institute, Concord	**511**	**309**	**112**	**78**	**3**	**0**	**7**	**2**
New Hampshire Community Technical College at Manchester and Stratham	**366**	**236**	**28**	**28**	**0**	**29**	**7**	**38**
Manchester	191	136	9	9	0	11	6	20
Stratham	175	100	19	19	0	18	1	18
Total Percentage	**100%**	**65%**	**14.6%**	**11%**	**0.3%**	**4.4%**	**1.2%**	**3.5%**

The Class of 1996

New Hampshire's Community Technical Colleges graduated a total of 1533 students, 619 men and 914 women. These students represent a combination of full and part time students who attend day and evening sessions. In addition to these graduates, almost 30,000 people participated in the Division of Community Education, in which students choose to continue to enhance their education at night through a wide variety of courses.

A large percentage of these graduates, 997 (65%), went on directly to full time employment, and 224 (15%) are working part time. The vast majority of graduates (81%) are working in a field directly related to their major. Choosing to continue their education at other colleges, universities, and schools were 169. Of the full time graduates of the New Hampshire Community Technical Colleges, 84% secured employment in New Hampshire.

The New Hampshire Community Technical College System offers over 75 Associate Degree programs, and over 170 Certificate or Diploma programs. In addition, NHCTCS offers a wide variety of enrichment courses.

Job Placement

NHCTCS partners with businesses all over the world to develop the programs which will benefit students the most. In New Hampshire alone, NHCTCS enjoys partnerships with over 700 different businesses. This partnership ranges from a business serving in an advisory capacity, to business donating equipment to the colleges, and business providing facilities for students to get hands on experience as part of their studies.

New programs are introduced on regular basis which contain the components for which business and industry are looking. As a result, students graduating from NHCTCS programs are highly sought after, and the employment rate is extremely high. The following is a partial listing of New Hampshire companies employing NHCTCS graduates.

NHCTC Concord (New Hampshire Technical Institute)

Bell Atlantic
Cabletron Systems
Coca-Cola Bottling Company
ChubbLife Insurance Company
Frisbie Memorial Hospital
Lakes Region General Hospital
NH State Police
Lahey Hitchcock Clinic
Teradyne Connection Systems
Velcro USA

NHCTC Berlin and Laconia

Berlin

Androscoggin Valley Hospital
Balsams Grand Resort
Crown Vantage
Coos County Nursing Home
North Country Internet
QM Systems Inc.
Berlin City Chevy and Buick
Granite State Surveying
Palmer Machine
United Way

Laconia

Aavid Thermal Technology
Concord Litho, Inc.
Freudenberg NOK
Merrimack Fire Department
Irwin Marine
Woodward's Chrysler
Nashua Fire Department
Timberland
Annalee Doll
Talerico Company

NHCTC Claremont and Nashua

Claremont

Healthsource
Lakes Region General Hospital
Lahey Hitchcock Clinic
Microsystems Management
Split Ballbearing
Tambrands
McKerley's Nursing Home
Hypertherm
Johnson and Dix Fuel Corp.
Meredith Medical Healthcare Associates

Nashua

Brigham Tool and Die
Business Express Airlines
HADCO Corporation
Kollsman Instrument
Nashua Industrial Machine
Pitco Frialator
PolyVac
Saturn of Nashua
St. Joseph's Hospital
Teradyen Connection Systems

NHCTC Manchester and Stratham

Manchester

Catholic Medical Center
Crotched Mountain Rehab. Center
Grappone Ford
Lockheed Sanders
Raytheon
Visiting Nurses Association
Honeywell
Optima Health Center
Central Air
E.W. Sleeper Company

Stratham

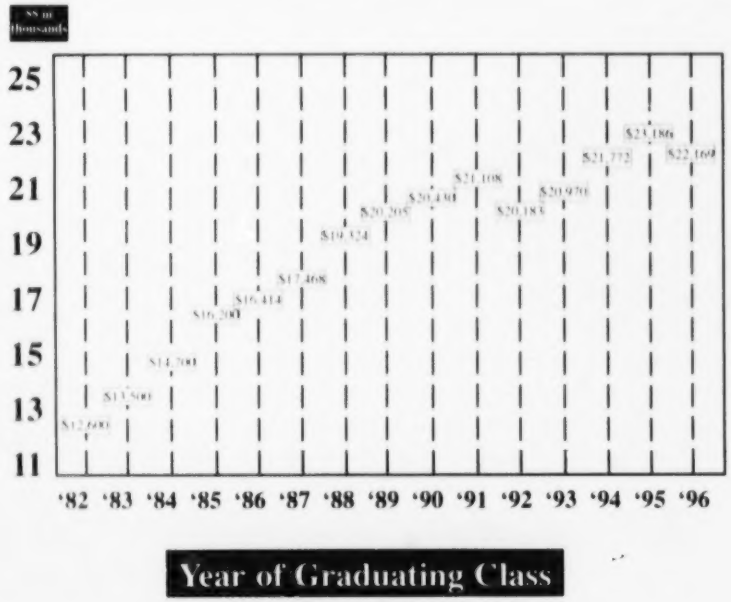
Cabletron Systems
Central Park Vet Clinic
Frisbee Memorial Hospital
Portsmouth Hospital
Simplex
Vitronics
Lonza Biologies
Mectrol Corporation
National Engineering Service
Portsmouth Toyota

Return on Investment

NHCTCS students and graduates are prepared to enter the workforce in several different areas. The average starting wage for the class of 1996 was $22,169. However, in some programs the average starting wages are $35,000, and in highly specialized fields such as Aviation Technology, NHCTC graduates have started with wages up to $50,000 a year.

Most graduates will build on their skills and progress quickly beyond their starting wage. The following chart illustrates historical starting wages.

Historical Starting Salaries



Transfer Institutions

A long standing goal of New Hampshire Community Technical Colleges is transferability of credits to other colleges. Recently, several new programs have made transferability much easier for NHCTC students and graduates. Students now have the option of completing their first two years of college at NHCTC, and transferring to another college, or completing a one year certificate course and transferring those credits as part of their general education requirements. This list is a portion of the colleges and institutions that NHCTC students and graduates have transferred to after completing courses at one of the NHCTC campuses. It is important to remember that the student must meet the admissions criteria of each institution, and simply attending NHCTC does not guarantee admission to other colleges.

- Cambridge College
- College for Lifelong Learning
- Embry Riddle Aeronautical University
- Fitchburg State College
- Franklin Pierce College
- Keene State College
- Lake Superior State University
- Middlesex Community College
- New Hampshire College
- New Hampshire Technical Institute
- NHCTC Berlin
- NHCTC Claremont
- NHCTC Laconia
- NHCTCe Nashua
- Northeastern University
- Norwich University
- Notre Dame College
- Oklahoma State University
- Pennsylvania State University
- Plymouth State College
- Quincy Community College
- Rivier College
- Rochester Institute of Technology
- Salem State College
- Southern Vermont College
- Springfield College
- State University of NY at Stony Brook
- Universidad de los Andes
- University of Alabama
- University of Massachusetts at Lowell
- University of Montana
- University of New England
- University of New Hampshire
- Wentworth Institute of Technology
- Worcester Polytechnical Institute
- York College

Workforce Training

In addition to its day and evening divisions, each NHCTCS College maintain a quick response corporate outreach unit specifically designed to respond to business and industry needs for current and new employee education and training. In 1996, these Technology Deployment Centers trained hundreds of workers across the state.

The work force training units are in place to develop training programs, in many cases, going beyond traditional classroom approaches. Company managers work with college staff and faculty on formulating training content and delivery. Through a contractual agreement, customized programs, workshops, seminars, and courses are designed to reflect the specific needs of industry. Depending on specific equipment and material needs, training is conducted either on site at the company, or on the college campus.

The following list represents a cross section of businesses and organizations that contracted with NHCTC TDC's in 1996:

Werner Precision Machine
TECHFABRIK, Inc.
Wyman Gordon castings
James River Corporation
Felton Brush
Sanders Associates
Hampshire Chemical
Nickerson Assembly
Cabletron Systems
Merrimack County Savings Bank
Audit Security Systems
Foss Manufacturing
Hitchner Manufacturing
General Motors
HADCO Corporation
Poly-Vac
Whitefield Power
Aavid Engineering
Osram Sylvania
NYNEX
Hollis Line Machine
Polyroll, Inc.
Sonic Communications
Newman Microtechnologies
Concord (NH) School District
NH Division of Personnel
Split Ballbearing
Monadnock Training Council
Vernitron, Inc.
Laconia Savings Bank
Wausau Paper

Police Academy

The New Hampshire Police Standards and Training Council is a unit of the New Hampshire Department of Regional Community Technical Colleges, with fiscal and rule making autonomy. It was first established by the legislature in 1971, and was merged with NHCTCS in 1985. Its objectives are to establish and maintain minimum hiring and training standards for police and corrections officers, provide mandatory pre-service training to new recruits, and provide ongoing in service training to certified officers and support personnel.

The police officers that we train include State Troopers, Highway Enforcement Officers, Special Agents of the Liquor Commission, Gaming Department Officers, Fire Marshals, Forest Rangers, Agriculture Department Investigators, Deputy Sheriffs, City and Town Police Officers, County Fair Security Guards, University of New Hampshire Police Officers, and NHTI Security Officers.

Although the Council was initially established to provide training and certification for police officers, through the Budget Act, we have also trained State Corrections Officers and civilian personnel of the Department of Corrections for many years. Two years ago, the Legislature gave us a formal certification authority over State Corrections Officers. By virtue of other legislation, we are responsible for setting the minimum curriculum and physical agility standards for the County Corrections Officers, who are trained by the NH Association of Counties, and we also provide basic and in service training for Probation and Parole Officers.

The Council is funded by the penalty assessment Fund established under RSA 188-F:31. Each court with criminal jurisdiction is required to levy a surcharge of $2.00 or 15% on each fine imposed for all except municipal parking violations, and $5.00 from each monthly prisoner supervision fee paid by persons on parole or grounds of probation is deposited into this special, non-lapsing fund to support law enforcement and corrections training. An additional 2% is collected to support victim assistance programs in the state, and an additional 3% for funding court modernization programs.

The Council's headquarters is located adjacent to the grounds of the New Hampshire Technical Institute on Fan Road in Concord, in a modern criminal justice academy facility that includes classrooms and lecture halls, dormitory space, administrative offices, a tactical center with an indoor firing range, running track, and combination auditorium/practical exercise laboratory, and an outdoor emergency vehicle operations course.

The council employs a staff of 25, including administrative personnel, trainers, clerical, accounting, and maintenance workers. Its policies are set by the twelve member Police Standards and Training Council, four members of which, including the Commissioner of New Hampshire Community Technical Colleges, serve by virtue of their office. The remaining eight are appointed by the Governor. Administrative functions are under the control of the Director, who is appointed by the Commissioner of the New Hampshire Community Technical Colleges upon nomination of the Council. The Director also serves on the Leadership Team for the Department.

Graduates of both the 12 week Police academy and the six week Corrections Academy are awarded academic credits toward an Associate Degree in Criminal Justice upon completion of their respective course work.

At the Police Academy graduation, an outstanding graduate is awarded a scholarship for a full semester's attendance at any college in the NHCTC System.

1996 Training Summary

Specialized Certificates	
Certified Firearms Instructor	559
Certified Radar Operators	1656
Certified Intoxilyzer Operators	1006
Total	3221

Student Hours of Training Provided	
Basic Police	79,630
Part Time Police	17,900
Basic Corrections	18,560
In-Service Police	43,947
Regional Police	11,272
In-Service Corrections	23,918
Total	195,227

Correspondence Courses and Videos	
Number Enrolled	77
Number Completed	54

Basic Police Academies	
Number Enrolled	162
Reciprocal Students	16
Total	178

Number Graduated	
Certified Full Time	136
Certified Part Time	17
Reciprocal Students	16
Total	169

Basic Corrections Academies	
Number Enrolled	60
Reciprocal Students	0
Total	60

Number Graduated	
Certified	39

Fiscal Summary

College	*Operating*	*Capital*	*Total*
NHCTC Berlin and Laconia			
Berlin	4,460,811	11,609	4,472,420
Laconia	4,197,669	27,963	4,225,632
NHCTC Claremont and Nashua			
Claremont	4,106,365	0	4,106,365
Nashua	4,329,195	22,338	4,351,533
NHCTC Concord (New Hampshire Technical Institute)			
	12,680,247	1,787,720	14,647,967
NHCTC Manchester and Stratham			
Manchester	6,349,033	1,000	6,350,033
Stratham	4,354,041	8,640	4,362,681
Central Office	3,980,619	165,619	4,146,238
Total	44,457,980	2,024,889	46,482,869

Funding Source

Capital Funds	2,024,887
General Fund	17,668,967
Tuition and Fees	18,952,904
Other Revenue	7,836,109
Total	46,482,869

Governance

Governor and Council 1996

Governor
Stephen Merrill

Executive Council
Raymond S. Burton
Peter J. Spaulding
Ruth L. Griffin
Earl A. Rinker, III
Bernard A. Streeter, Jr.

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